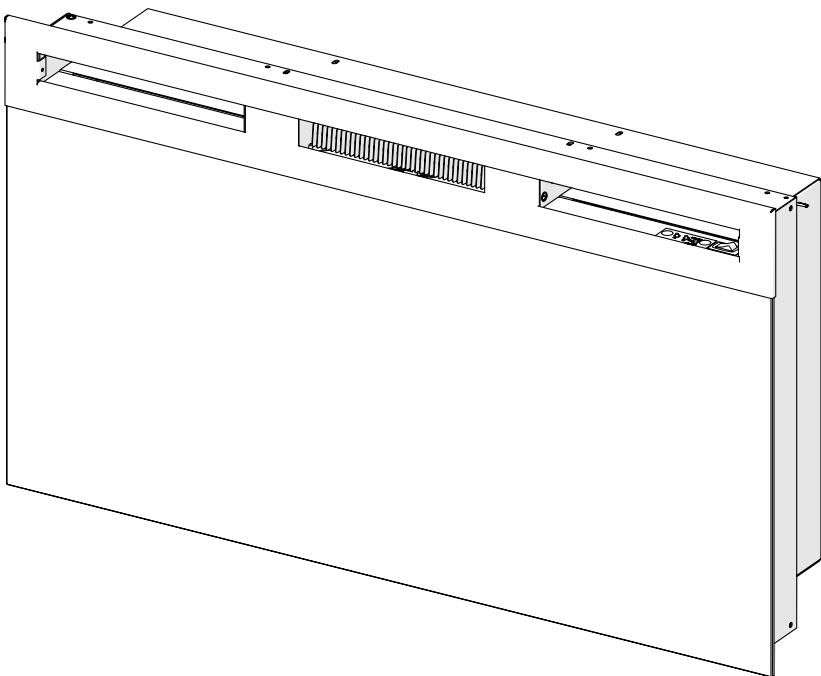




Better solutions through innovation



# Service Manual

**Model  
BLF34**

**UL Part Number  
6909150100**

**IMPORTANT SAFETY INFORMATION:** Always read this manual first before attempting to service this fireplace. For your safety, always comply with all warnings and safety instructions contained in this manual to prevent personal injury or property damage.

**Dimplex North America Limited**

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1-888-346-7539 • [www.dimplex.com](http://www.dimplex.com)

In keeping with our policy of continuous product development, we reserve the right to make changes without notice.  
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Always use a qualified technician or service agency to repair this fireplace.

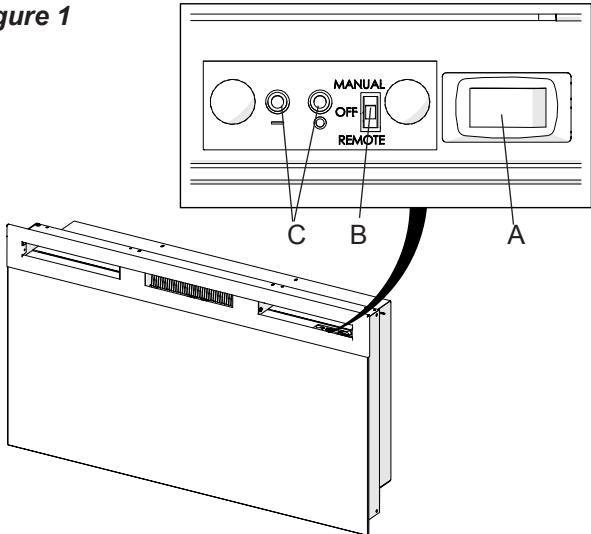
**! NOTE:** Procedures and techniques that are considered important enough to emphasize.

**⚠ CAUTION:** Procedures and techniques which, if not carefully followed, will result in damage to the equipment.

**⚠ WARNING:** Procedures and techniques which, if not carefully followed, will expose the user to the risk of fire, serious injury, or death.

# OPERATION

Figure 1



**WARNING:** This electric firebox must be properly installed before it is used.

The manual controls for the electric fireplace are located on the right side of the unit and inside the air intake slot (Figure 1).

## A. On/Off Switch

The On/Off Switch supplies power to all fireplace functions. When the switch is in the “I” position, the unit is on. When in the “O” position, the fireplace is off.

## B. 3-Position Switch

The 3-position Switch changes the mode the fireplace operates in and has three positions: “MANUAL”; “OFF”; and “REMOTE”.

In “MANUAL” mode, the fireplace’s three levels of operation are controlled by the manual control buttons.

In “OFF” mode, power to all functions is cut off.

When in “REMOTE” mode, the fireplace’s three levels of operation are controlled by the ON and OFF buttons on the remote control.

**NOTE:** After the unit is switched from flame and high heat to another function there is a 30 second fan delay, where the fan will continue running before turning off.

## C. Manual Control Buttons

The Manual Control Buttons operate the fireplace levels. The level is increased every time the “I” button is pressed the unit will cycle the levels through sequentially (from off): flames only; to flames and low heat; to flames and high heat.

The fireplace can be turned off at any point by pressing the “O” button.

**NOTE:** The heater may emit a slight, harmless odour when first used. This odour is a normal condition caused by initial heating of internal heater parts and will not occur again.

## Resetting the Temperature Cutoff Switch

Should the heater overheat, an automatic cut out will turn

the fireplace off and it will not come back on without being reset. It can be reset by switching the On/Off Switch to Off and waiting five minutes before switching the unit back on.

**CAUTION:** If you need to continuously reset the heater, disconnect power and call Dimplex customer service at 1-888-DIMPLEX (1-888-346-7539).

## Remote Control

The fireplace is supplied with a radio frequency remote control. This remote control has a range of approximately 50 ft. (15.25 m), it does not have to be pointed at the fireplace and can pass through most obstacles (including walls). It is supplied with one of hundreds of independent frequencies to prevent interference with other units.

**NOTE:** Before attempting any operation with the remote, pull the plastic insulator strip out from between the remote casing and battery cover (Figure 14).

## Remote Control Initialization/Reprogramming

If the remote control or remote control receiver has been replaced, follow these steps to initialize the remote control and receiver:

1. Ensure that power is supplied through the main service panel.
2. Turn On/Off Switch to ON (Figure 1A).
3. Move the 3-position switch to the “REMOTE” position (Figure 1B).
4. Press and hold the Manual Control Button marked “I” for five seconds. After five seconds, there is a 10 second window to press any button on the remote control.
5. Press any button on the remote control within that 10 seconds. This will synchronize the remote control and receiver.

## Remote Control Usage

The remote control operates the fireplace levels sequentially (from off): flames only; to flames and low heat; to flames and high heat.

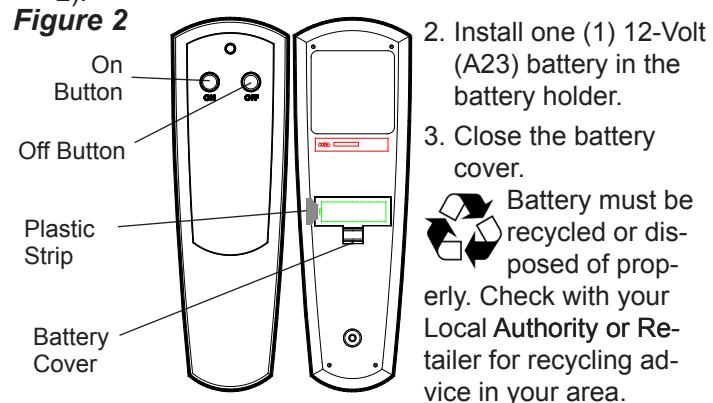
The level is increased every time the ON button is pressed on the remote control and the fireplace can be turned off at any point by pressing the OFF button.

## Battery Replacement

To replace the battery:

1. Slide battery cover open on the remote control (Figure 2).

Figure 2



## MAINTENANCE

**⚠ WARNING:** Disconnect power before attempting any maintenance or cleaning to reduce the risk of fire, electric shock or damage to persons.

**! NOTE:** The fireplace should not be operated with an accumulation of dust or dirt on or in the unit, as this can cause a build up of heat and eventual damage. For this reason the heater must be inspected regularly, depending upon conditions and at least at yearly intervals.

### Partially Reflective Glass Cleaning

The partially reflective glass is cleaned in the factory during the assembly operation. During shipment, installation, handling, etc., the partially reflective glass may collect dust particles; these can be removed by dusting lightly with a clean dry cloth.

To remove fingerprints or other marks, the partially reflective glass can be cleaned with a damp cloth. The partially reflective glass should be completely dried with a lint free cloth to prevent water spots. To prevent scratching, do not use abrasive cleaners.

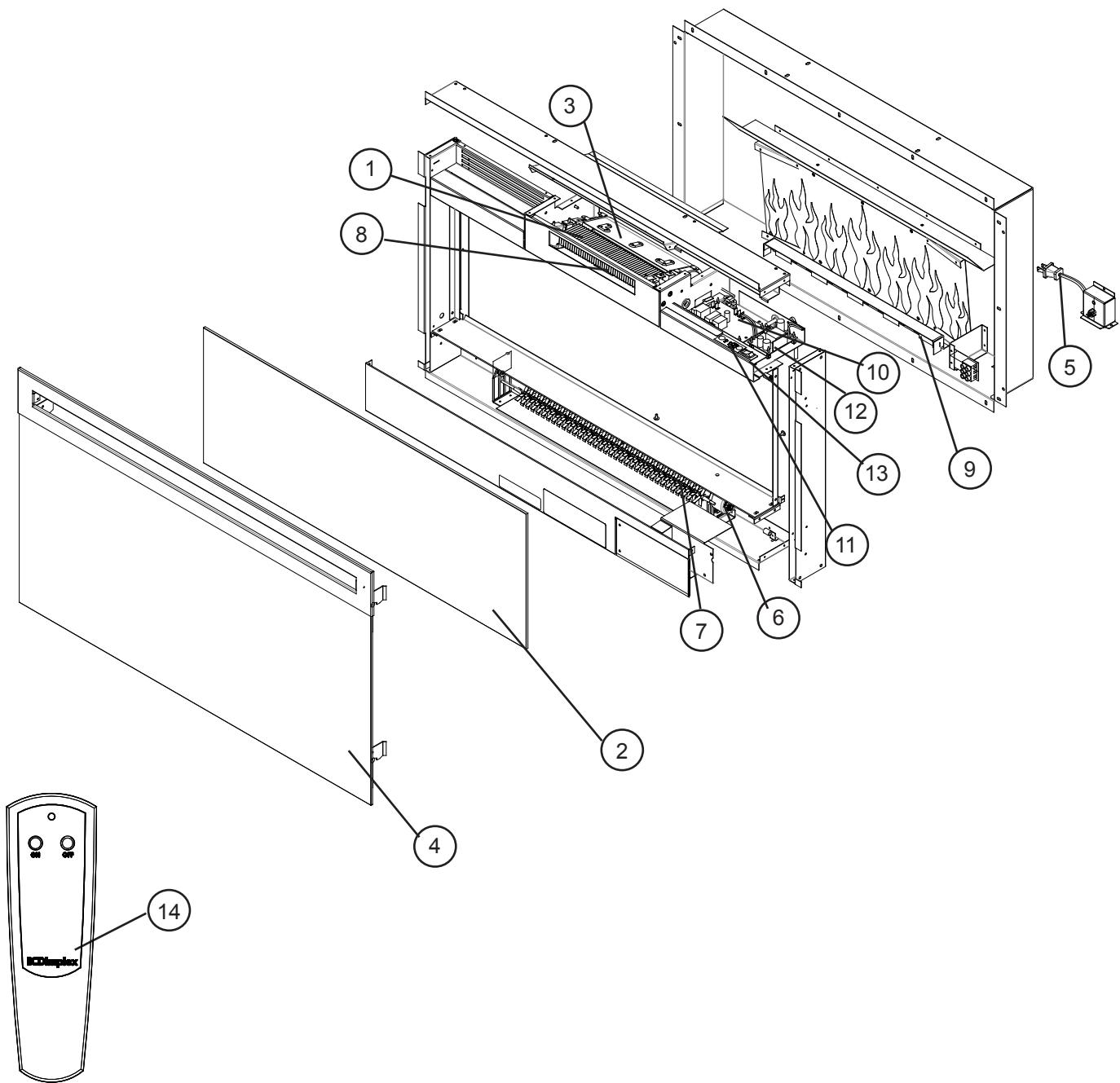
### Fireplace Surface Cleaning

Use only a damp cloth to clean painted surfaces of the fireplace. Do not use abrasive cleaners.

### Servicing

Except for installation and cleaning described in this manual, an authorized service representative should perform any other servicing.

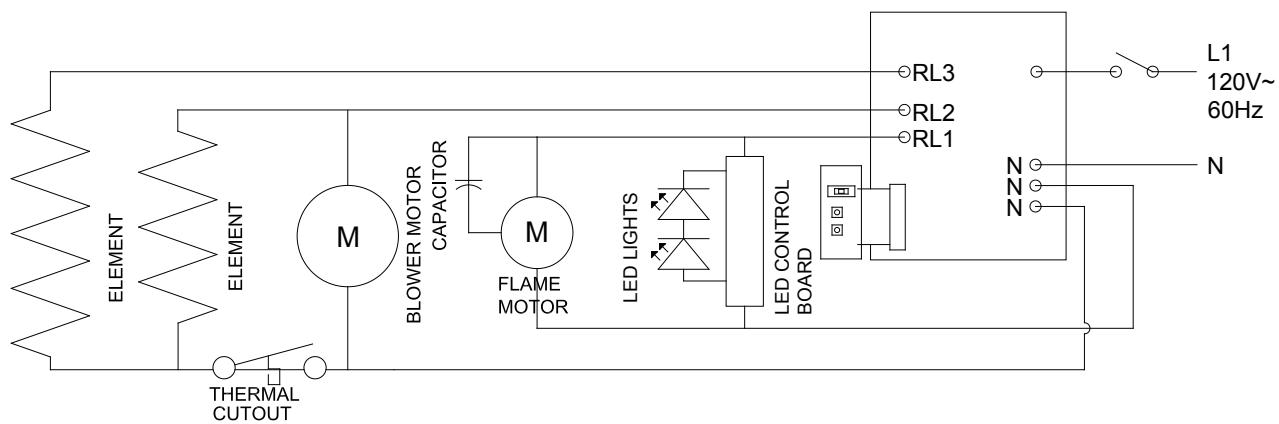
## EXPLODED PARTS DIAGRAM



### Replacement Parts List

1. Element.....	2200510300RP	11. Switch Board.....	3000821100RP
2. Partially Reflective Glass .....	5902700100RP	12. LED Driver Board .....	3000810200RP
3. Blower.....	5300170300RP	13. On/Off Switch .....	2800070700RP
4. Front Glass .....	6909140100RP	14. Remote Control.....	3000370900RP
5. Power Cord.....	8400320100RP	15. Glass Media .....	1400070100RP
6. Flicker Motor .....	2000220100RP	16. Mounting Kit .....	9600770100RP
7. Flicker Assembly .....	5902720100RP	<b>Accessories</b>	
8. Cutout .....	2300201500RP	17. Wall Switch Remote Control .....	WRCPF-KIT
9. LED Light Panel .....	3000830100RP	<b>OEM Accessory</b>	
10. Remote Receiver .....	3000821000RP	River Rocks .....	DFS1314

## WIRING DIAGRAM



## PREPARATION FOR SERVICE

**! NOTE:** All components are replaceable from the front of the fireplace while the unit is mounted on the wall, with the exception of replacement of the power cord.

**! NOTE:** If the power cord needs replacing or if the unit needs to be removed from the wall for any other reason please begin service by following the "PREPARATION FOR SERVICE" instructions, then move on to the section "INSTRUCTIONS FOR REMOVING FROM WALL".

**Tools Required:** Philips head screwdriver

**⚠ WARNING:** Disconnect power before attempting any maintenance or cleaning to reduce the risk of electric shock or damage to persons.

**⚠ CAUTION:** If unit was operating prior to servicing allow at least 10 minutes for lights and heating elements to cool off to avoid accidental burning of skin.

1. Disconnect power source.
  - Unplug the fireplace from the outlet.
  - If unit has been hardwired for power or outlet is not accessible from the front, turn the breaker off at the electrical panel.
2. Remove the front glass assembly by removing the 2 screws (1 on the left and 1 on the right side). These screws secure the front glass panel to the inside of the fireplace. (Figure 4)
3. Lift the front glass assembly off of the 4 mounts located between the outer and inner casing of the fireplace: 2 on the left and 2 on the right. (Figure 3) Carefully place the glass assembly aside in a safe location.
4. Proceed to the instructions within this manual relating to the repair being performed - see Table of Contents for page number.

## INSTRUCTIONS FOR REMOVING FROM WALL

**⚠ WARNING:** Disconnect power before attempting any maintenance or cleaning to reduce the risk of electric shock or damage to persons.

**⚠ CAUTION:** If unit was operating prior to servicing allow at least 10 minutes for lights and heating elements to cool off to avoid accidental burning of skin.

**! NOTE:** Only required for replacement of the power cord or removal from service.

**⚠ CAUTION:** Follow "Preparation for Service" instructions before proceeding.

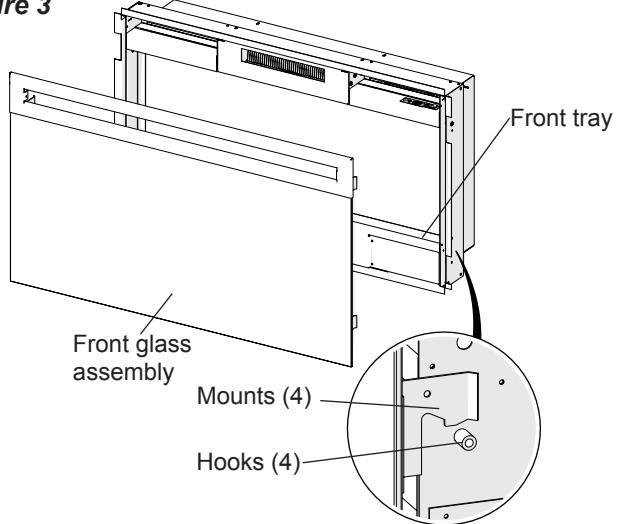
Mounting - The fireplace may be mounted in one of 3 methods:

- Surface Mount
- Recess Mount - Partial In-Wall
- Flush Mount (completely in the wall)

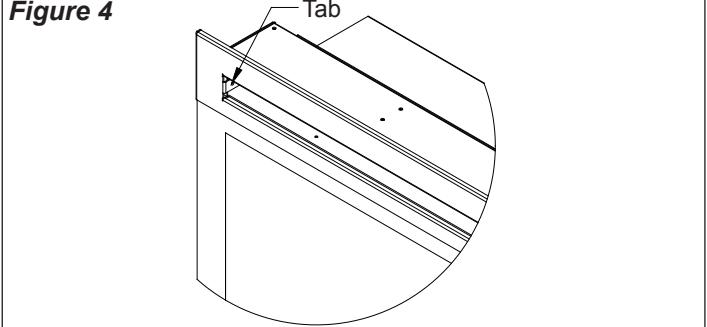
Identify the type of mounting and follow the appropriate instructions in the following pages.

**⚠ CAUTION:** To prevent injury or damage, turn off the breaker in your electrical panel prior to attempting to re-

**Figure 3**



**Figure 4**



move this unit off the wall.

**! NOTE:** If fireplace is hard wired directly to the electrical panel, and there is not enough slack in the wires within the wall to reach your work area, remove the electrical junction box cover located on the bottom right by removing the 1 screw on the front of the cover. Lift the cover off and set aside. Disconnect the 3 wire connectors connected to the power source, taking note of their original configuration.

### Surface Mount

(Figure 6)

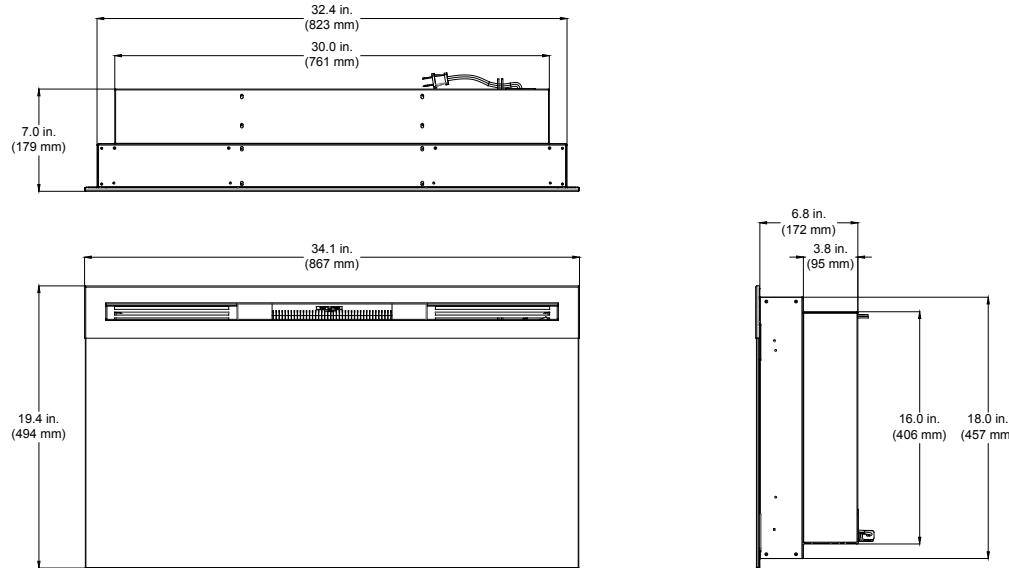
**Tools Required:** Philips head screwdriver

**⚠ CAUTION:** Follow "Preparation for Service" instructions before proceeding.

1. Remove the decorative glass ember-bed pieces from the media tray, which lies along the bottom of the interior or Partially Reflective Glass. A medium sized container such as a bucket or a box will be needed to keep the glass ember-bed pieces together.
2. On the bottom of the unit remove the securing screw from the L-bracket. (Figure 5)
3. Lift the unit up and off of the wall.
4. Carefully lay the unit down on a solid flat surface with the front of the unit facing up.

**! NOTE:** If the surface you are using as a work area on is a finished surface that is prone to scratches (i.e. hardwood flooring), it is recommended that a protective barrier be used underneath, (i.e. cloth, cardboard, thick plastic).

**Figure 5**



5. Proceed to the instructions within this manual relating to the repair being performed - see Table of Contents for page number.
6. Once repair is complete, reassemble in the reverse order as above.

### **Recessed Mount - Partial In-wall**

(Figure 7)

**Tools Required:** Philips head screwdriver

**⚠ CAUTION:** Follow "Preparation for Service" instructions before proceeding.

1. Remove the decorative glass ember-bed pieces from the media tray, which lies along the bottom of the interior Partially Reflective Glass. A medium sized container such as a bucket or a box will be needed to keep the glass ember-bed pieces together.
2. Locate and remove the 4 mounting screws located approximately 3 inches deep in the space between the outer and inner casing on the left and right hand side. There are 2 screws per side, upper and lower going into a stud. (Figure 7)

**⚠ CAUTION:** The fireplace should be supported while removing the screws to prevent the unit from falling.

3. Remove the fireplace out of the opening by slightly lifting and pulling forward.
4. Carefully lay the unit down on a solid flat surface with the front of the unit facing up.

**! NOTE:** If the surface you are using as a work area is a finished surface that is prone to scratches (i.e. hardwood flooring), it is recommended that a protective barrier be used underneath, (i.e. cloth, cardboard, thick plastic).

5. Proceed to the instructions within this manual relating to the repair being performed - see Table of Contents for page number.
6. Once repair is complete, reassemble in the reverse order as above.

### **Flush Mount – Complete In-wall**

(Figure 8)

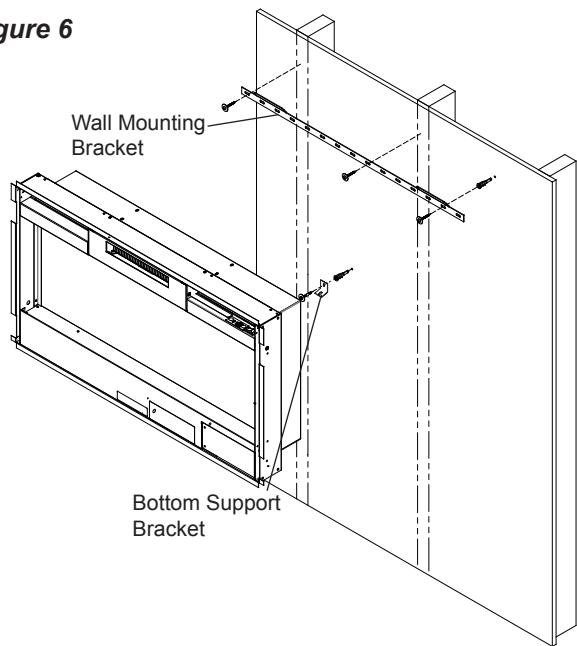
**Tools Required:** Philips head screwdriver

**⚠ CAUTION:** Follow "Preparation for Service" instructions before proceeding.

1. Remove the decorative glass ember-bed pieces from the media tray, which lies along the bottom of the interior or Partially Reflective Glass. A medium sized container such as a bucket or a box will be needed to keep the glass ember-bed pieces together.
2. Locate and remove the 4 mounting screws inside the unit located on left and right side towards the front. There are 2 screws per side, going from the side panels out into the side of the wall stud that frames the fireplace. (Figure 8)

**⚠ CAUTION:** The unit should be supported while remov-

**Figure 6**

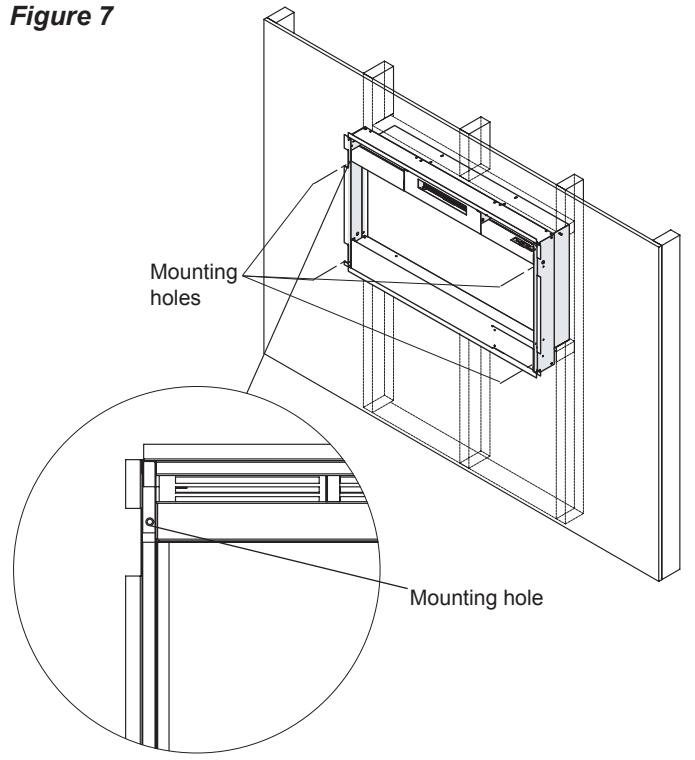


ing the screws to prevent the unit from falling.

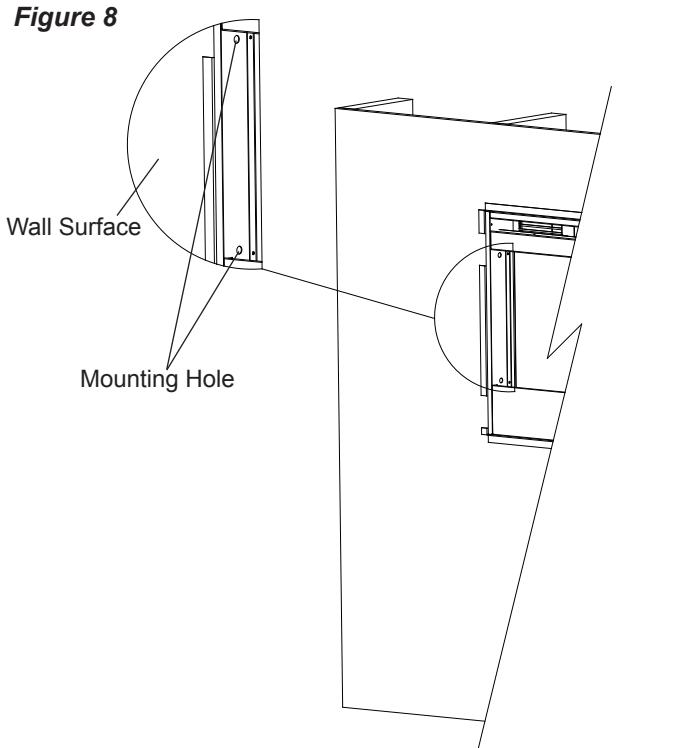
3. Remove the fireplace out of the opening by slightly lifting and pulling forward.
4. Carefully lay the unit down on a solid flat surface with the front of the unit facing up.

**! NOTE:** If the surface you are using as a work area is a finished surface that is prone to scratches (i.e. hardwood flooring), it is recommended that a protective barrier be used underneath, (i.e. cloth, cardboard, thick plastic).

**Figure 7**



**Figure 8**



5. Proceed to the instructions within this manual relating to the repair being performed - see Table of Contents for page number.

6. Once repair is complete, reassemble in the reverse order as above.

## ON/OFF SWITCH REPLACEMENT

**⚠ WARNING:** Disconnect power before attempting any maintenance or cleaning to reduce the risk of electric shock or damage to persons.

**⚠ CAUTION:** If unit was operating prior to servicing allow at least 10 minutes for lights and heating elements to cool off to avoid accidental burning of skin.

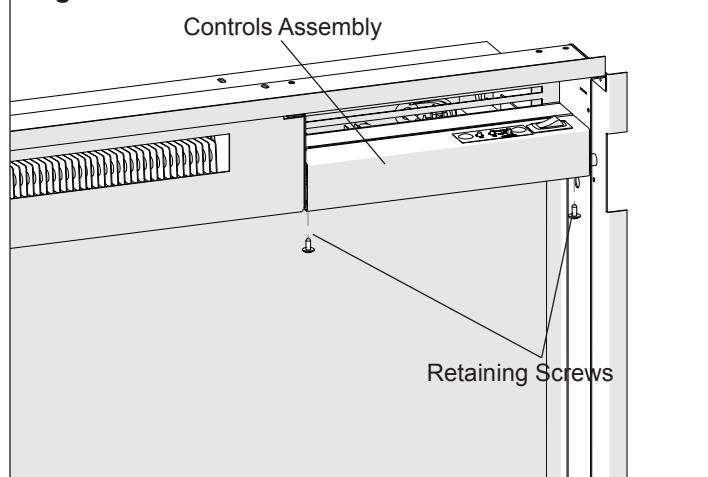
**Tools required:** Phillips head screwdriver.  
Needle nosed pliers.

**⚠ CAUTION:** Follow "Preparation for Service" instructions before proceeding.

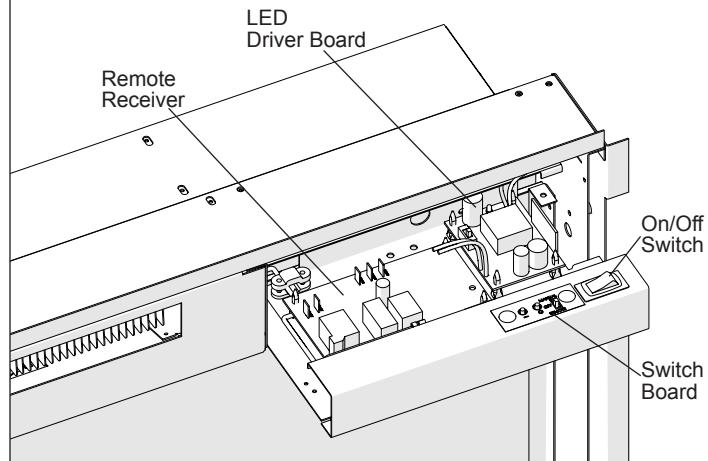
1. Remove the 2 screws, that secure the controls assembly (Figure 9), located at the top of the mirror on the right side of the unit.
2. Slide the controls assembly out toward the front of the unit.

**⚠ CAUTION:** Ensure that the assembly is removed carefully, ensuring that no wires are caught or over strained.

**Figure 9**



**Figure 10**



3. Using needle nose pliers, pinch the tabs on either side of the switch to release and push the switch up and out of the opening.

**! NOTE:** Note the orientation of the switch prior to removing.

4. Locate the On/Off Switch (Figure 10).
5. Disconnect the wiring connections noting their original locations.

**! NOTE:** Using a flat head screwdriver gently pry between the end of the connectors and the switch to release the wires.

6. Reconnect wires onto the prongs on the switch in their original configuration.
7. Insert the new switch by pushing switch back through the hole past the side tabs on the switch, securing it in the opening.
8. Reassemble in the reverse order as above.

## REMOTE SWITCHBOARD REPLACEMENT

**⚠ WARNING:** Disconnect power before attempting any maintenance or cleaning to reduce the risk of electric shock or damage to persons.

**⚠ CAUTION:** If unit was operating prior to servicing allow at least 10 minutes for lights and heating elements to cool off to avoid accidental burning of skin.

**Tools required:** Phillips head screwdriver.

    Needle nosed pliers  
    Wire snips

**⚠ CAUTION:** Follow "Preparation for Service" instructions before proceeding.

1. Remove the 2 screws, that secure the controls assembly (Figure 9), located at the top of the mirror on the right side of the unit.
2. Slide the controls assembly out toward the front of the unit.

**⚠ CAUTION:** Ensure that the assembly is removed carefully, ensuring that no wires are caught or over strained.

3. Locate the switchboard (Figure 10).
4. Disconnect the wiring harness from the switchboard.
5. To remove the switchboard off of the plastic mounting tabs, pinch the plastic mounting tabs with needle nose pliers. Pull the old board off.

**! NOTE:** If the location of the unit does not allow for the tabs to be easily manipulated, the top portion of the mounting tabs can be cut off (replacement ones are provided with the replacement switchboard).

6. Line up the holes on the switchboard and gently press the new board onto the mounts. Make sure the board is secure.
7. Reconnect the wire harness onto the back of the switchboard in its original configuration. .
8. Reassemble in the reverse order as above.

## REMOTE CONTROL RECEIVER REPLACEMENT

**⚠ WARNING:** Disconnect power before attempting any maintenance or cleaning to reduce the risk of electric shock or damage to persons.

**⚠ CAUTION:** If unit was operating prior to servicing allow at least 10 minutes for lights and heating elements to cool off to avoid accidental burning of skin.

**Tools required:** Phillips head screwdriver.  
    Needle nosed pliers.  
    Wire snips

**⚠ CAUTION:** Follow "Preparation for Service" instructions before proceeding.

1. Remove the 2 screws, that secure the controls assembly (Figure 9), located at the top of the mirror on the right side of the unit.
2. Slide the controls assembly out toward the front of the unit.

**⚠ CAUTION:** Ensure that the assembly is removed carefully, ensuring that no wires are caught or over strained.

3. Locate the remote control receiver (Figure 10).
4. Transfer the wiring connections from the existing receiver to the new receiver.

**! NOTE:** Using a flat head screwdriver gently pry between the end of the connectors and the board to release the wires.

5. Remove the remote control receiver off the plastic mounts by pinching the plastic mounting tabs with needle nose pliers. Pull the old board off.
6. Line up the holes on the receiver and gently press the new board onto the mounts. Make sure the board is secure.
7. Reassemble in the reverse order as above.

**⚠ CAUTION:** When re-installing, be sure the wires are guided and tucked into the proper openings along the right side so they are not pinched and allows enough space to reinstall the panel.

## LED DRIVER BOARD REPLACEMENT

**⚠ WARNING:** Disconnect power before attempting any maintenance or cleaning to reduce the risk of electric shock or damage to persons.

**⚠ CAUTION:** If unit was operating prior to servicing allow at least 10 minutes for lights and heating elements to cool off to avoid accidental burning of skin.

**Tools required:** Phillips head screwdriver  
    Needle nosed pliers  
    Wire snips

**⚠ CAUTION:** Follow "Preparation for Service" instructions before proceeding.

1. Remove the 2 screws, that secure the controls assembly (Figure 9), located at the top of the mirror on the right side of the unit.
2. Slide the controls assembly out toward the front of the

unit.

**CAUTION:** Ensure that the assembly is removed carefully, ensuring that no wires are caught or over strained.

3. Locate the defective LED driver board (Figure 10).
4. Transfer the wiring connections from the existing driver board to the new driver board.

**NOTE:** Using a flat head screwdriver gently pry between the end of the connectors and the board to release the wires.

5. Remove the LED driver board off the plastic mounts by pinching the plastic mounting tabs with needle nose pliers. Pull the old board off.
6. Line up the holes on the driver board and gently press the new board onto the mounts. Make sure the board is secure.
7. Reassemble in the reverse order as above.

**CAUTION:** When re-installing, be sure the wires are guided and tucked into the proper openings along the right side so they are not pinched and allows enough space to reinstall the panel.

## FLICKER MOTOR/ FLICKER ROD REPLACEMENT

**WARNING:** Disconnect power before attempting any maintenance or cleaning to reduce the risk of electric shock or damage to persons.

**CAUTION:** If unit was operating prior to servicing allow at least 10 minutes for lights and heating elements to cool off to avoid accidental burning of skin.

**Tools required:** Phillips head screwdriver.

**CAUTION:** Follow "Preparation for Service" instructions before proceeding.

1. In the bottom right hand of the unit, remove both of the access covers. (Figure 11)
2. If the flicker rod needs to be changed it can be removed by holding the gasket and sliding it to the left. This will disengage it from the motor. It will then be possible to remove it out of the opening.
3. To replace the flicker motor, remove the second access cover (Figure 11).
4. Remove the 2 retaining screws (Figure 12) on the bracket that the flicker motor is mounted to remove the assembly.
5. Carefully remove the entire assembly.

**NOTE:** It may be easier to remove the flicker rod (see step 2) to allow the whole assembly to be removed.

6. Remove the flicker motor wires from the terminal block by loosening the 3 small Philips screws holding each wire in place then gently pulling the wires out of the terminal block - noting their original locations.
7. Remove the 2 screws holding the flicker motor to the mounting bracket. Gently pull the motor away from the flicker rod.

8. Properly orient the new flicker motor onto the bracket and re-attach with the 2 mounting screws.

9. Reassemble in the reverse order as above.

**CAUTION:** When removing and replacing the flicker motor try to keep any slight bending of the flicker rod minimal so as to not damage it. If flicker rod is damaged, it should be replaced to ensure proper operation.

**CAUTION:** When re-installing, be sure the wires are guided and tucked into the proper openings along the right side so they are not pinched and allows enough space to reinstall the panels.

## TERMINAL BLOCK REPLACEMENT

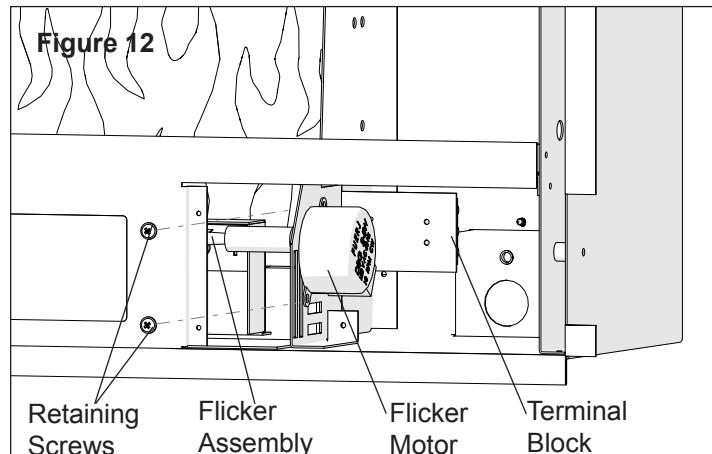
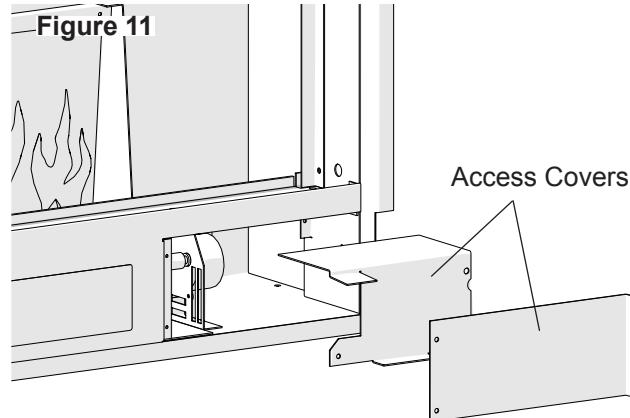
**WARNING:** Disconnect power before attempting any maintenance or cleaning to reduce the risk of electric shock or damage to persons.

**CAUTION:** If unit was operating prior to servicing allow at least 10 minutes for lights and heating elements to cool off to avoid accidental burning of skin.

**Tools required:** Phillips head screwdriver.

**CAUTION:** Follow "Preparation for Service" instructions before proceeding.

1. In the bottom right hand of the unit, remove both of the access cover. (Figure 11)
2. Remove the 2 retaining screws (Figure 12) on the bracket that the flicker motor is mounted to remove the assembly.



3. Carefully remove the entire assembly.

**! NOTE:** It may be easier to remove the flicker rod (see step 2 of Flicker Motor Replacement) to allow the whole assembly to be removed.

4. Remove the wires from the terminal block by loosening the small Philips screws holding each wire in place then gently pulling the wires out of the terminal block - noting their original locations.
5. Remove the 2 screws holding the terminal block to the mounting bracket. Gently pull the terminal block away from the bracket.
6. Properly orient the new terminal block onto the bracket and re-attach with the 2 mounting screws.
7. Reassemble in the reverse order as above.

**⚠ CAUTION:** When removing and replacing the flicker motor try to keep any slight bending of the flicker rod minimal so as to not damage it. If flicker rod is damaged, it should be replaced to ensure proper operation.

**⚠ CAUTION:** When re-installing, be sure the wires are guided and tucked into the proper openings along the right side so they are not pinched and allows enough space to reinstall the panels.

## LED LIGHT STRIPS REPLACEMENT

**⚠ WARNING:** Disconnect power before attempting any maintenance or cleaning to reduce the risk of electric shock or damage to persons.

**⚠ CAUTION:** If unit was operating prior to servicing allow at least 10 minutes for lights and heating elements to cool off to avoid accidental burning of skin.

**Tools required:** Phillips head screwdriver  
Wire Snips

**⚠ CAUTION:** Follow "Preparation for Service" instructions before proceeding.

1. Remove the decorative glass ember-bed pieces from the media tray, which lies along the bottom of the interior or Partially Reflective Glass. A medium sized container such as a bucket or a box will be needed to keep the glass ember-bed pieces together.

**! NOTE:** Try to ensure the pieces do not get pushed or wedged underneath the Partially Reflective Glass. They may obstruct the ease of removing the Partially Reflective Glass from the fireplace.

2. Remove the Partially Reflective Glass retaining brackets by removing the 2 screws on each brackets; (2 brackets in total), located on the left and right side of the Partially Reflective Glass. (Figure 14)
3. Remove the 2 screws, that secure the controls assembly (Figure 9), located at the top of the mirror on the right side of the unit.
4. Slide the controls assembly out toward the front of the unit.

**⚠ CAUTION:** Ensure that the assembly is removed carefully, ensuring that no wires are caught or over strained.

5. Remove the Partially Reflective Glass. Carefully place the glass assembly aside in a safe location.

6. Remove the plastic media tray by removing the 6 screws: 3 on the left and 3 on the right of the tray.
7. Remove the flicker rod. This can be done by sliding it to the left which will disengage it from the flicker motor.
8. Locate the LED strip that needs to be replaced.
9. Cut the wires on either side of the housing bracket that attaches to the board.
10. Remove the 2 screws that attach the LED strip to the housing bracket.
11. Replace the LED strip with the new one, by feeding the wires through the housing bracket openings and screwing the new board to the bracket.
12. Strip approximately 1/2" of the plastic off of the end of the wires that were previously cut.
13. Using the provided wire connectors, attach the LED strip wires and the cut unit wires together.
14. Reassemble in the reverse order as above.

**⚠ CAUTION:** When removing and replacing the flicker motor try to keep any slight bending of the flicker rod minimal so as to not damage it. If flicker rod is damaged, it should be replaced to ensure proper operation.

## HIGH TEMPERATURE CUTOUT REPLACEMENT

**⚠ WARNING:** Disconnect power before attempting any maintenance or cleaning to reduce the risk of electric shock or damage to persons.

**⚠ CAUTION:** If unit was operating prior to servicing allow at least 10 minutes for lights and heating elements to cool off to avoid accidental burning of skin.

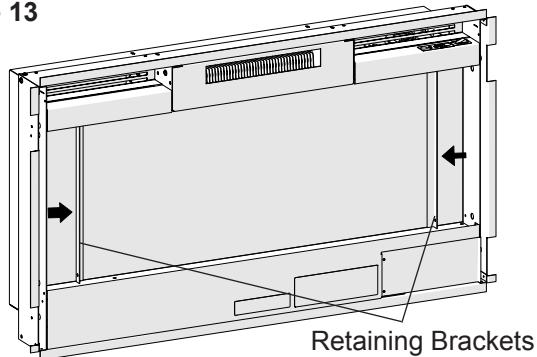
**Tools required:** Phillips head screwdriver  
Needle nosed pliers

**⚠ CAUTION:** Follow "Preparation for Service" instructions before proceeding.

1. Remove the decorative glass ember-bed pieces from the media tray, which lies along the bottom of the interior or Partially Reflective Glass. A medium sized container such as a bucket or a box will be needed to keep the glass ember-bed pieces together.

**! NOTE:** Try to ensure the pieces do not get pushed or

Figure 13



wedged underneath the Partially Reflective Glass. They may obstruct the ease of removing the Partially Reflective Glass from the fireplace.

2. Remove the Partially Reflective Glass retaining brackets by removing the 2 screws on each brackets; (2 brackets in total), located on the left and right side of the Partially Reflective Glass. (Figure 14)
3. Remove the 2 screws, that secure the controls assembly (Figure 9), located at the top of the mirror on the right side of the unit.
4. Slide the controls assembly out toward the front of the unit.

**⚠ CAUTION:** Ensure that the assembly is removed carefully, ensuring that no wires are caught or over strained.

5. Remove the Partially Reflective Glass. Carefully place the glass assembly aside in a safe location.
6. Remove the heating cover by removing the 4 screws: 2 on the left and 2 on the right of the tray. (Figure 14)
7. Locate the high temperature cutout and remove the mounting screw.
8. Remove the 2 screws, that secure the controls assembly (Figure 9), located at the top of the mirror on the right side of the unit.
9. Slide the controls assembly out toward the front of the unit.

**⚠ CAUTION:** Ensure that the assembly is removed carefully, ensuring that no wires are caught or over strained.

10. Disconnect the wiring connections noting their original locations.

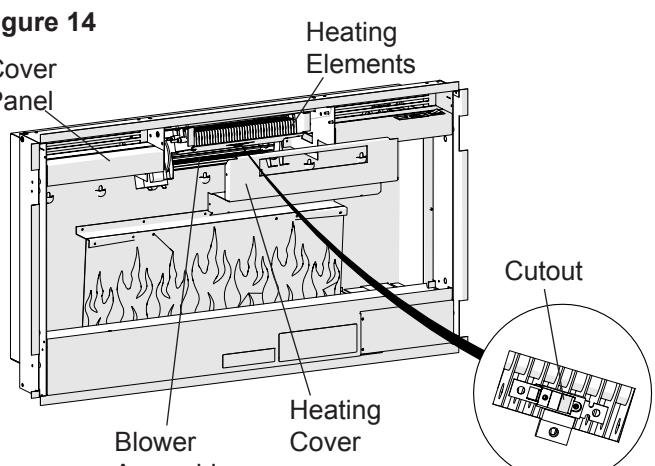
**! NOTE:** Using a flat head screwdriver gently pry between the end of the connectors and the board to release the wires.

11. Properly orient the new high temperature cutout and connect all of the wiring connections.
12. Reassemble in the reverse order as above.

## ELEMENT REPLACEMENT

**⚠ WARNING:** Disconnect power before attempting any

**Figure 14**



maintenance or cleaning to reduce the risk of electric shock or damage to persons.

**⚠ CAUTION:** If unit was operating prior to servicing allow at least 10 minutes for lights and heating elements to cool off to avoid accidental burning of skin.

**Tools required:** Phillips head screwdriver.  
Needle nosed pliers.

**⚠ CAUTION:** Follow "Preparation for Service" instructions before proceeding.

1. Remove the decorative glass ember-bed pieces from the media tray, which lies along the bottom of the interior or Partially Reflective Glass. A medium sized container such as a bucket or a box will be needed to keep the glass ember-bed pieces together.

**! NOTE:** Try to ensure the pieces do not get pushed or wedged underneath the Partially Reflective Glass. They may obstruct the ease of removing the Partially Reflective Glass from the fireplace.

2. Remove the Partially Reflective Glass retaining brackets by removing the 2 screws on each brackets; (2 brackets in total), located on the left and right side of the Partially Reflective Glass. (Figure 14)
3. Remove the 2 screws, that secure the controls assembly (Figure 9), located at the top of the mirror on the right side of the unit.
4. Slide the controls assembly out toward the front of the unit.

**⚠ CAUTION:** Ensure that the assembly is removed carefully, ensuring that no wires are caught or over strained.

5. Remove the Partially Reflective Glass. Carefully place the glass assembly aside in a safe location.
6. Remove the heating cover by removing the 4 screws: 2 on the left and 2 on the right of the tray. (Figure 14)
7. From the top panel of the heating assembly housing, remove the 4 screws that hold the element cover to the housing panel.
8. Disconnect wires from the ends of the elements noting their original locations.

**! NOTE:** Using a flat head screwdriver gently pry between the end of the connectors and the element to release the wires.

**! NOTE:** Some of the wires may have a "piggy-back" connector that allows a second wire to connect to the same prong as the first wire. Try and keep the "piggy-back" connection together when pulling the wires off the element.

9. Reassemble in the reverse order as above.

**⚠ CAUTION:** When re-installing covers and panels, be sure the wires are guided and tucked into the proper openings along the right side so they are not pinched and allows enough space to reinstall panel.

## BLOWER/FAN REPLACEMENT

**⚠ WARNING:** Disconnect power before attempting any maintenance or cleaning to reduce the risk of electric

shock or damage to persons.

**⚠ CAUTION:** If unit was operating prior to servicing allow at least 10 minutes for lights and heating elements to cool off to avoid accidental burning of skin.

**Tools required:** Phillips head screwdriver.  
Needle nosed pliers.

**⚠ CAUTION:** Follow "Preparation for Service" instructions before proceeding.

1. Remove the decorative glass ember-bed pieces from the media tray, which lies along the bottom of the interior Partially Reflective Glass. A medium sized container such as a bucket or a box will be needed to keep the glass ember-bed pieces together.

**! NOTE:** Try to ensure the pieces do not get pushed or wedged underneath the Partially Reflective Glass. They may obstruct the ease of removing the Partially Reflective Glass from the fireplace.

2. Remove the Partially Reflective Glass retaining brackets by removing the 2 screws on each brackets; (2 brackets in total), located on the left and right side of the Partially Reflective Glass. (Figure 14)
3. Remove the 2 screws, that secure the controls assembly (Figure 9), located at the top of the mirror on the right side of the unit.
4. Slide the controls assembly out toward the front of the unit.

**⚠ CAUTION:** Ensure that the assembly is removed carefully, ensuring that no wires are caught or over strained.

5. Remove the Partially Reflective Glass. Carefully place the glass assembly aside in a safe location.
6. Remove the heating cover by removing the 4 screws: 2 on the left and 2 on the right of the tray. (Figure 14)
7. Remove the 2 screws, that secure the controls assembly (Figure 9), located at the top of the mirror on the right side of the unit.
8. Slide the controls assembly out toward the front of the unit.

**⚠ CAUTION:** Ensure that the assembly is removed carefully, ensuring that no wires are caught or over strained.

9. Remove the 2 screws, that secure the cover panel (Figure 14), located at the top of the mirror on the left side of the unit.
10. Remove the two screws on either side of the heater/blower assembly and gently lower the assembly so that the top can be viewed.

**⚠ CAUTION:** When removing the blower assembly mounting screws, support the assembly to prevent any damage to the unit.

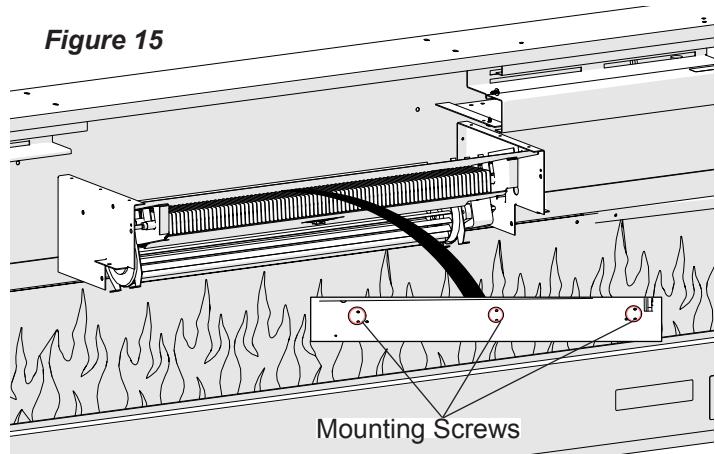
11. Remove the 6 screws (3 sets) that secure the blower to the assembly (Figure 15).
12. Disconnect the wiring connections noting their original locations.

**! NOTE:** Using a flat head screwdriver gently pry between the end of the connectors and the blower/fan to release the

wires.

13. Properly orient the new blower/fan assembly and connect all of the wiring connections.
14. Reassemble in the reverse order as above.

**Figure 15**



## TROUBLESHOOTING GUIDE

PROBLEM	CAUSE	SOLUTION
<b>General</b>		
Circuit breaker trips or fuse blows when unit is turned on	Short in unit wiring. Improper circuit current rating	Trace wiring in unit. Additional appliances may exceed the current rating of the circuit breaker or fuse. Plug unit into another outlet or install unit on a dedicated 15 amp circuit.
Unit turns on or off by itself	Remote Control has a similar frequency to other remotes in the area. Radio frequency disturbance from outside sources.	Replace Remote Control. Initialize to Remote Control Receiver. Replace Remote Control and Remote Control Receiver where necessary. Initialize Remote Control and Receiver.
	Defective Remote Control Receiver	Replace Remote Control Receiver. Initialize Remote Control and Receiver.
Lights dim in room while the unit is on	Unit is drawing close to circuit current rating	Move the unit to another outlet or install unit on a dedicated 15 amp circuit
Power cord gets warm	Normal Operation Defective power cord	The power cord may get slightly warm to the touch when the heater is on Replace power cord if cord gets too hot to touch.
<b>Appearance</b>		
Fireplace does not turn on Manually	Improper operation	Refer to Operation Section
	No incoming power from the electrical wall socket	Check fuse/breaker panel
	Loose wiring	Check wiring connections
	Defective On/Off Switch	Replace On/Off Switch
	Defective Remote Switchboard	Replace Remote Switchboard
Fireplace does not turn on using the Remote Control	Improper operation	Refer to Operation Section
	Remote Control not initialized to fireplace	Initialize the Remote Control
	Remote Control not working	Install new battery into the Remote Control. Initialize Remote Control where necessary
		Replace Remote Control Receiver or Remote Control where necessary. Initialize Remover Control and Remote Control Receiver
Flame Frozen	Loose wiring.	Check wiring connections
	Defective Flicker Motor	Replace Flicker Motor
	Defective LED Driver Board	Replace LED Driver Board
Flame not bright or flame not visible	Loose wiring	Check wiring connections
	Defective LED Light Strip	Replace LED Light Strip
	Defective LED Driver Board	Replace LED Driver Board
Flame Shutter	Defective Flicker motor	Replace Flicker motor

PROBLEM	CAUSE	SOLUTION
<b>Heater</b>		
Heater is not turning off	Improper operation	Refer to Operation Section
	Defective Remote Switchboard	Replace Remote Switchboard
	Defective Remote Control Receiver	Replace Remote Control Receiver
Heater is not turning on	Improper operation	Refer to Operation Section
	Loose wiring	Trace wiring in unit.
	Defective Remote Switchboard	Replace Remote Switchboard
	Defective Heating Element	Replace Heating Element
Heater is turning off after a couple of minutes of operation	Build up of dirt/dust in Blower/Fan	Ensure that exterior intake louvers and firebox cavity are free of dirt/dust.
	Defective Blower/Fan	Replace Blower/Fan
Heater emits an odor	Normal Operation	Normal operation is when the heater emits an odor for a brief period after the heater is initially turned on. The heater is burning off any dust accumulated during manufacturing or operation.
	Defective Heating Element	Replace Heating Element
	Improper operation	Refer to Operation Section
Heater fan turns on but heater lacks heat	Loose wiring	Trace wiring in unit
	Defective Heating Element	Replace Heating Element
	Normal Operation	Small glowing sections of the element are considered normal.
Heating element is glowing red	Defective Blower/Fan	If larger glowing sections are causing the heater to trip the thermal cutout, unplug unit, discontinue use and replace Blower/Fan.
	Loose wiring	Trace wiring in unit
Heater fan runs continuously	Defective Remote Switchboard	Replace Remote Switchboard
	Defective Blower/Fan	Replace Blower/Fan
<b>Noise</b>		
Excessive noise with the heater on	Dirty Blower/Fan	Ensure that exterior intake louvers and firebox cavity are free of dirt/dust.
	Defective Blower/Fan	Replace Blower/Fan
Grinding or excessive noise with the heater off	Flicker rod hitting or rubbing against internal components	Ensure rod is straight and mounted properly in the bracket, spinning freely away from other components. Replace if necessary.
	Defective Flicker motor	Replace Flicker motor